



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	9.20	9.00	8.90	9.03
B. Operator Answer Time - Information [730.510(a)(1)]	9.20	9.00	8.90	9.03
C. Repair Office Answer Time [730.510(b)(1)]	32.00	32.00	40.00	34.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	32.00	32.00	40.00	34.67
E. Percent of Service Installations [730.540(a)]	97.00%	97.00%	94.00%	96.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	87.50% *	96.00%
G. Trouble Reports per 100 Access Lines [730.545(a)]	0.36	0.36	0.58	0.43
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	37.50% *	0.00%	12.50%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	8	3
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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